

# 2001 SURVEY OF NIST TIME AND FREQUENCY SERVICE USERS

U.S. DEPARTMENT OF COMMERCE  
NATIONAL INSTITUTE OF  
STANDARDS AND TECHNOLOGY

OMB NO: 0693-0031 Expires 10/31/2002

## Please submit survey by 9/30/01

This Survey is authorized under Executive Order 12862, "Setting Customer Service Standards" Your response is voluntary and all data collected will be considered confidential. Public reporting for this collection of information is estimated to average 12 minutes per response, including time of reviewing the collection of information. Send comments regarding this estimate or any other aspects of this collection of information, including suggestions for reducing the length of this questionnaire, to the National Institute of Standards and Technology, 10 Bureau Drive, Stop 3220, Gaithersburg, MD, 20899-3220 and the Office of Management and Budget Information and Regulatory Affairs, Office of Management and Budget, Washington, D.C. 20503.

My responses primarily reflect the view of: <input type="radio"/> an individual <input type="radio"/> an organization												
Organization name:					Approximate number of time and frequency users in this organization:							
FOR USERS OF RADIO BROADCAST SERVICES					WWV, COLORADO (MHz)			WWVH, HAWAII (MHz)			WWVB	
					2.5	5	10	15	20	2.5	5	10
How often do you use each of these NIST services? (0=Never; 1= Rarely; 2= Sometimes; 3= Frequently)												
Do these services satisfy your needs for accuracy, reliability and ease of use? (0= No; 1= Marginally; 2= Generally yes; 3= Yes)												
Do you usually use these services during the daytime or night time hours? (D= Day; N= Night; B= Both)												
How would you characterize your usual reception reliability? (0= Extremely poor; 1= Poor; 2= Generally adequate; 3= Excellent)												
How often do you observe harmful interference? (0=Never; 1= Rarely; 2= Sometimes; 3= Frequently)												
					ACTS Automated Computer Time	INTERNET TIME	WEB PAGE	TELEPHONE				
								WWV		WWVH		
How often do you use each of these NIST services? (0=Never; 1= Rarely; 2= Sometimes; 3= Frequently)												
Do these services satisfy your needs for accuracy, reliability and ease of use? (0= No; 1= Marginally; 2= Generally yes; 3= Yes)												
How often do you observe faults, delays or no access? (0=Never; 1= Rarely; 2= Sometimes; 3= Frequently)												
FOR USERS OF WWV AND WWVH					VOICE TIME OF DAY	Binary Code BCD TIME CODE	1- SECOND TICKS	STANDARD FREQUENCY	Diff. Offset DUTY VALUES	MARINE WEATHER	GEO ALERTS	GPS STATUS
Which types of information on these broadcasts do you use at least occasionally? (Indicate by marking each appropriate box)					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How important is each type of information? (0= Not at all; 1= Marginal importance; 2= Important; 3= Very important)												

FOR USERS OF WWVB	STANDARD FREQUENCY	TIME CODE	Diff. Offset UT1 CORRECTION	INDICATORS		
				DAYLIGHT SAVING	LEAP SECOND	LEAP YEAR
How important is each type of information? (0= Not at all; 1= Marginal importance; 2= Important; 3= Very important)						
<b>FOR USERS OF THE WWV OR WWVH TELEPHONE TIME-OF-DAY SERVICES (303-499-7111, 808-335-4363)</b>						
How often do you access the telephone service? (0= less than once a week; 1= once a week; 2= once a day; 3=more than once a day)						
How often do you encounter busy signals when accessing the telephone service? (0= Never; 1= Rarely; 2= Sometimes; 3= Frequently)						
Would the value of this service be decreased if only a high quality voice announcement were available without the weather, geo alert or GPS status information?	<input type="radio"/> Yes <input type="radio"/> No					
If yes, why?						
<b>FOR USERS OF ACTS, THE TELEPHONE MODEM TIME SERVICE</b>						
How often do you access the ACTS system? (0= less than once a week; 1= once a week; 2= once a day; 3=more than once a day)						
Does this services satisfy your needs for accuracy, reliability and ease of use? (0= No; 1= Marginally; 2= Generally yes; 3= Yes)						
What software (and version) do you use to access the ACTS system?						
<b>FOR USERS OF INTERNET TIME SERVICE</b>						
How often do you access the internet time system? (0= less than once a week; 1= once a week; 2= once a day; 3=more than once a day)						
Does this services satisfy your needs for accuracy, reliability and ease of use? (0= No; 1= Marginally; 2= Generally yes; 3= Yes)						
What software (and version) do you use to access the internet time service?						
<b>FOR USERS OF THE NIST TIME AND FREQUENCY WEB PAGE</b>						
How often do you access the Web page? (0= less than once a week; 1= once a week; 2= once a day; 3=more than once a day)						
How often are you denied access to the Web page? (0= Never; 1= Rarely; 2= Sometimes; 3= Frequently)						
Do you use the NIST GPS Data Archive Service?	<input type="radio"/> Yes <input type="radio"/> No					

FUTURE CHANGES IN NIST SERVICE	ACCURACY	RECEPTION RELIABILITY	COVERAGE AREA	USER COST																																																
In the development of future time and frequency services which of the following aspects need the most improvement? (Check appropriate boxes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																
What present service do you feel needs improvement and what type of improvement (i.e. stability, coverage, added features...)?																																																				
What new time and frequency service would you find useful? (Please explain briefly)																																																				
<p><b>USER DATA</b> Please indicate which of the items below apply to you as a user of NIST services: (Only indicate your primary use)</p> <table border="0"> <tr> <td><input type="checkbox"/> Private Citizen/ Hobbyist</td> <td><input type="checkbox"/> Electric Power Industry</td> <td><input type="checkbox"/> Communications Industry</td> <td><input type="checkbox"/> Pleasure Boating</td> </tr> <tr> <td><input type="checkbox"/> Government/civilian</td> <td><input type="checkbox"/> Telephone industry</td> <td><input type="checkbox"/> University</td> <td><input type="checkbox"/> Manufacturing</td> </tr> <tr> <td><input type="checkbox"/> Government/military</td> <td><input type="checkbox"/> Aviation/aerospace</td> <td><input type="checkbox"/> Geophysics/seismology</td> <td><input type="checkbox"/> Watch/clock maker</td> </tr> <tr> <td><input type="checkbox"/> Radio/TV operations</td> <td><input type="checkbox"/> Transportation Industry</td> <td><input type="checkbox"/> Health Care</td> <td><input type="checkbox"/> Amateur Radio</td> </tr> <tr> <td><input type="checkbox"/> Standards lab</td> <td><input type="checkbox"/> Personal Computer User</td> <td></td> <td></td> </tr> <tr> <td colspan="4">Other (Specify) <input type="text"/></td> </tr> </table> <p>Please indicate the application for which you use the NIST time and frequency services: (Only indicate your primary use)</p> <table border="0"> <tr> <td><input type="checkbox"/> Frequency calibration</td> <td><input type="checkbox"/> Setting Computer Clock</td> <td><input type="checkbox"/> Watch/Timer Calibration</td> <td><input type="checkbox"/> Astronomy</td> </tr> <tr> <td><input type="checkbox"/> Manual Watch/clock setting</td> <td><input type="checkbox"/> Time Stamping Financial Data</td> <td><input type="checkbox"/> Time Stamping Scientific Data</td> <td><input type="checkbox"/> Time of Day Display</td> </tr> <tr> <td><input type="checkbox"/> Master clock</td> <td><input type="checkbox"/> Time base for data monitoring</td> <td><input type="checkbox"/> Marine Weather Information</td> <td><input type="checkbox"/> Surveying</td> </tr> <tr> <td><input type="checkbox"/> Navigation/position</td> <td><input type="checkbox"/> GPS Status Report</td> <td><input type="checkbox"/> Amateur Radio Applications</td> <td><input type="checkbox"/> Hobby</td> </tr> <tr> <td><input type="checkbox"/> Radio Receive Clock or Watch</td> <td><input type="checkbox"/> Synchronizing On-time Pulse</td> <td><input type="checkbox"/> Obtaining Propagation Information</td> <td></td> </tr> <tr> <td colspan="4">Other (Specify) <input type="text"/></td> </tr> </table>					<input type="checkbox"/> Private Citizen/ Hobbyist	<input type="checkbox"/> Electric Power Industry	<input type="checkbox"/> Communications Industry	<input type="checkbox"/> Pleasure Boating	<input type="checkbox"/> Government/civilian	<input type="checkbox"/> Telephone industry	<input type="checkbox"/> University	<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Government/military	<input type="checkbox"/> Aviation/aerospace	<input type="checkbox"/> Geophysics/seismology	<input type="checkbox"/> Watch/clock maker	<input type="checkbox"/> Radio/TV operations	<input type="checkbox"/> Transportation Industry	<input type="checkbox"/> Health Care	<input type="checkbox"/> Amateur Radio	<input type="checkbox"/> Standards lab	<input type="checkbox"/> Personal Computer User			Other (Specify) <input type="text"/>				<input type="checkbox"/> Frequency calibration	<input type="checkbox"/> Setting Computer Clock	<input type="checkbox"/> Watch/Timer Calibration	<input type="checkbox"/> Astronomy	<input type="checkbox"/> Manual Watch/clock setting	<input type="checkbox"/> Time Stamping Financial Data	<input type="checkbox"/> Time Stamping Scientific Data	<input type="checkbox"/> Time of Day Display	<input type="checkbox"/> Master clock	<input type="checkbox"/> Time base for data monitoring	<input type="checkbox"/> Marine Weather Information	<input type="checkbox"/> Surveying	<input type="checkbox"/> Navigation/position	<input type="checkbox"/> GPS Status Report	<input type="checkbox"/> Amateur Radio Applications	<input type="checkbox"/> Hobby	<input type="checkbox"/> Radio Receive Clock or Watch	<input type="checkbox"/> Synchronizing On-time Pulse	<input type="checkbox"/> Obtaining Propagation Information		Other (Specify) <input type="text"/>			
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In what state of the United States or foreign country do you use the NIST time and frequency services? (Two-letter state abbreviation or country)																																																				
Would the inclusion of information to recover International Atomic Time (TAI) be useful?	<input type="radio"/> Yes <input type="radio"/> No																																																			
What other services do you use to obtain time and frequency information?																																																				
Additional Comments:																																																				

Please Mail Survey to  
Time and Frequency Division 847  
325 Broadway

Boulder, Colorado 80305